



Ez-TAP FAQ

Frequently Asked Questions

What OEM software is your system compatible with?.....	2
What is the warranty?.....	2
Can I order on the website?.....	2
Do you take credit cards?.....	3
Do you take purchase orders?.....	3
Do you have quantity discounts?.....	3
What are the dimensions of an Ez-TAP and Ez-Base?.....	3
What is the range of your wireless communications?.....	4
Are Ez-TAP's waterproof?.....	4
Can I get an Ez-TAP with a locking connector?.....	4
What are the electrical & environmental specifications for an Ez-TAP?.....	4
Does the Ez-TAP support reprogramming?.....	4
I've lost my driver disk. Can I get another one?.....	4
My Ez-TAP arrived. How do I install it?.....	5
Can I purchase OEM diagnostic software from XscapeEz?.....	5

What OEM software is your system compatible with?

Most RP1210A compliant applications should work with Ez-TAP. Applications that have been tested include:

1. VCADS Pro v.2.35.21 and newer
2. Premium Tech Tool v.1.07.09 and newer
3. Detroit Diesel Diagnostic Link and Reports
4. Cat ET
5. Bendix Acom
6. Wabco ToolBox
7. Eaton Service Ranger
8. Cummins Insight
9. International ServiceMaxx
10. Allison DOC

Note: Volvo "Trip Manager" is not RP1210 compliant therefore it is not supported

Note: The VCADS version nested within PTT will reflect a cascaded update to the v.2.35.21 level as well.

(Also see "[Does the Ez-TAP support reprogramming](#)" section of this FAQ)

What is the warranty?

The warranty for all products is 90 days for parts and labor. If you feel that you have a warranty issue you will need to call (765-795-3319) and request a RMA number prior to sending the unit in for repair or replacement. Make sure the RMA number is clearly marked on the outside of the package and ship the equipment prepaid to:

XscapeEz Ltd.
Attn: Customer Service
352 North Main Street
Cloverdale, IN 46120

If the unit is within the warranty period and the problem is not found to be caused by the customer then the unit will be repaired or replaced (at the discretion of XscapeEz Ltd.) free of charge although a \$10 shipping fee will apply.

If the unit is out of warranty or if the problem was found to be caused by the customer then there will be a flat rate charge of \$125 to replace or repair (at the discretion of XscapeEz).

Can I order on the website?

Yes our website <http://www.xscapeez.com/EZTAP.html> allows you to order bundled systems that include (1) Ez-TAP, (1) Ez-Base, twelve inch USB cable and a driver CD.

Do you take credit cards?

Yes, we accept Visa, Mastercard, Discover and American Express.

Do you take purchase orders?

We do not accept purchase orders for less than \$1,500. Orders over \$1,500 may be paid by credit card, money order, cashiers check or a quote may be requested so that a purchase order can be used.

Information we need prior to supplying a quote is:

- Name
- Company
- Phone number
- Fax number
- Email address
- Part numbers
- Quantity
- Expected date of order

Do you have quantity discounts?

Yes, we offer quantity discounts.

Please provide the quantities for which you would like pricing and we will be happy to provide a quotation with any applicable discounts.

Information we need prior to supplying a quote is:

- Name
- Company
- Phone number
- Fax number
- Email address
- Part numbers
- Quantities you would like quoted
- Expected date of order

Click here for pricing information online

<http://www.XscapeEz.com/pricing.pdf>

What are the dimensions of an Ez-TAP and Ez-Base?

The Ez-TAP is about 1.6" x 1.6" x 2.6".

The Ez-Base is about 2.2" x 1.1" x 1.3".

What is the range of your wireless communications?

Although it varies based on obstructions in the area, you should typically get up to about 100' with our standard range base unit and up to 300' with our long range base. Range extenders are available for providing coverage over longer distances.

Are Ez-TAP's waterproof?

No. Although the Ez-TAP and Ez-Base are made to be rugged, they are not waterproof.

Can I get an Ez-TAP with a locking connector?

Yes. Ez-TAP's with locking connectors are available through special order. Please make sure to specify that you want a locking connector when ordering.

What are the electrical & environmental specifications for an Ez-TAP?

- 7-30vdc
- 110ma max. @ 13vdc
- Industrial temperature range (-40°C to +85°C) (-40°F to +185°F)

Does the Ez-TAP support reprogramming?

- The Ez-TAP can be used for reprogramming parameters (settings) in all ECU types.
- Actual reprogramming (re-flashing) the ECU itself is supported for a limited number of ECU types. If this is required then please call XscapeEz at 765-795-3319 and ask to talk to an engineer about what types are currently supported.

I've lost my driver disk. Can I get another one?

- The most up-to-date drivers are available for downloading free on our website <http://www.xscapeez.com/support.html>.
- We can supply another CD by mail with the most up-to-date drivers by calling 765-795-3319 and requesting one. There will be a charge of \$12. This must be paid by credit card or check. No PO's are accepted for this service.

My Ez-TAP arrived. How do I install it?

- Insert the CD into the computer that the unit will be used with and the installation should start automatically.
- If the installation does not start then simply double click on the setup.exe or install.bat file located on the CD and follow the on-screen instructions.
- There is also a quick-start guide on the CD.

Can I purchase OEM diagnostic software from XscapeEz?

No, not at this time.